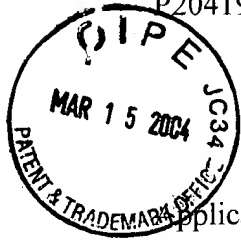


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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Robert BUSHEY et al.

Group Art Unit: 2642

Appln. No. : 09/917,746

Examiner: Not Yet Assigned

Filed : July 31, 2001

For : TELEPHONE CALL PROCESSING IN AN INTERACTIVE VOICE
RESPONSE CALL MANAGEMENT SYSTEM

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

RECEIVED

MAR 16 2004

Technology Center 2600

Sir:

In accordance with the duty of disclosure under 37 C.F.R. ' 1.56, ' 1.97-1.98, and further to the Information Disclosure Statement filed on October 31, 2001 and the Supplemental Information Disclosure Statement filed on January 2, 2003, Applicants hereby call the following documents to the Examiner's attention:

USP 4,310,727, to LAWSER, issued on January 12, 1982;

USP 4,694,483, to CHEUNG, issued on September 15, 1987;

USP 4,761,542, to KUBO et al., issued August 2, 1988;

USP 4,922,519, to DAUDELIN, issued on May 1, 1990;

USP 4,964,077 to EISEN et al., issued on October 16, 1990;

USP 5,115,501 to KERR, issued on May 19, 1992;

USP 5,204,968 to PARTHASARATHI, issued on April 20, 1993;

USP 5,206,903 to KOHLER et al., issued on April 27, 1993;

USP 5,263,167 to CONNER, Jr. et al., issued on November 16, 1993;

USP 5,299,260 to SHAIQ, issued on March 29, 1994;

USP 5,311,422 to LOFTIN et al., issued on May 10, 1994;

USP 5,323,452 to DICKMAN et al., issued on June 21, 1994;

USP 5,327,529 to FULTS et al., issued on July 5, 1994;

USP 5,335,268, to KELLY, JR. et al., issued on August 2, 1994;

USP 5,335,269 to STEINLICHT, issued on August 2, 1994;

USP 5,388,198 to LAYMAN et al., issued on February 7, 1995;

USP 5,420,975 to BLADES et al., issued on May 30, 1995;

USP 5,479,488, to LENNIG et al., issued on December 26, 1995;

USP 5,495,567 to IIZAWA et al., issued on February 27, 1996;

USP 5,500,795, to POWERS et al., issued on March 19, 1996;

USP 5,519,772 to AKMAN et al., issued on May 21, 1996;

USP 5,530,744, to CHARALAMBOUS et al., issued on June 25, 1996;

USP 5,533,107, to IRWIN et al., issued on July 2, 1996;

USP 5,535,321 to MASSARO et al., issued on July 9, 1996;

USP 5,537,470 to LEE, issued on July 16, 1996;

USP 5,553,119 to MCCALLISTER et al., issued on September 3, 1996;

USP 5,561,711 to MULLER, issued on October 1, 1996;

USP 5,566,291 to BOULTON et al., issued on October 15, 1996;

USP 5,586,060 to KUNO et al., issued on December 17, 1996;

USP 5,586,171 to MCALLISTER et al., issued on December 17, 1996;

USP 5,586,219, to YUFIK, issued on December 17, 1996;

USP 5,594,791 to SZLAM et al., issued on January 14, 1997;

USP 5,600,781 to ROOT et al., issued on February 4, 1997;

USP 5,615,323 to ENGEL et al., issued on March 25, 1997;

USP 5,657,383 to GERBER et al., issued on August 12, 1997;

USP 5,659,724 to BORGIDA et al., issued on August 19, 1997;

USP 5,668,856, to NISHIMATSU et al., issued on September 16, 1997;

USP 5,675,707, to GORIN et al., issued on October 7, 1997;

USP 5,684,870 to MALONEY et al., issued on November 4, 1997;

USP 5,684,872 to FLOCKHART et al., issued on November 4, 1997;

USP 5,706,334 to BALK et al., which issued on January 6, 1998;

USP 5,710,884 to DEDRICK, issued on January 20, 1998;

USP 5,727,950 to COOK et al., issued on March 17, 1998;

USP 5,734,709, to DEWITT et al., issued on March 31, 1998;
USP 5,740,549 to REILLY et al., issued on April 14, 1998;
USP 5,757,644 to JORGENSEN et al., issued on May 26, 1998;
USP 5,758,257, to HERZ et al., issued on May 26, 1998;
USP 5,771,276, to WOLF, issued on June 23, 1998;
USP 5,793,368 to BEER, issued on August 11, 1998;
USP 5,802,526 to FAWCETT et al., issued on September 1, 1998;
USP 5,806,060 to BORGIDA et al., issued on September 8, 1998;
USP 5,808,908, to GHAHRAMANI, issued on September 15, 1998;
USP 5,809,282, to COOPER et al., issued on September 15, 1998;
USP 5,812,975, to KOMORI et al., issued September 22, 1998;
USP 5,819,221, to KONDO et al., issued on October 6, 1998;
USP 5,821,936 to SHAFFER et al., issued on October 13, 1998;
USP 5,822,744, to KESEL, issued on October 13, 1998;
USP 5,825,856, to PORTER et al., issued on October 20, 1998;
USP 5,825,869 to BROOKS et al., issued on October 20, 1998;
USP 5,832,428, to CHOW et al., issued on November 3, 1998;
USP 5,832,430, to LLEIDA et al., issued on November 3, 1998;
USP 5,848,396 to GERACE, issued on December 8, 1998;

USP 5,864,605 to KESHAV, issued on January 26, 1999;
USP 5,864,844 to JAMES et al., issued on January 26, 1999;
USP 5,870,308, to DANGELO et al., issued on February 9, 1999;
USP 5,884,029 to BRUSH, II et al., issued on March 16, 1999;
USP 5,899,992 to IYER et al., issued on May 4, 1999;
USP 5,903,641 to TONISSON, issued on May 11, 1999;
USP 5,943,416, to GISBY, issued on August 24, 1999;
USP 5,953,406 to LARUE et al., issued on September 14, 1999;
USP 5,991,735 to GERACE, issued on November 23, 1999;
USP 5,999,611 to TATCHELL et al., issued on December 7, 1999;
USP 6,014,638 to BURGE et al., issued on January 11, 2002;
USP 6,035,336 to LU et al., issued on March 7, 2000;
USP 6,044,355 to CROCKETT et al., issued on March 28, 2000;
USP 6,058,163 to PATTISON et al., issued on May 2, 2000;
USP 6,067,538 to ZORBA et al., issued on May 23, 2000;
USP 6,088,429 to GARCIA, issued on July 11, 2000;
USP 6,099,320 to PAPADOPOULOS, issued on August 8, 2000;
USP 6,104,790 to NARAYANASWAMI, issued on August 15, 2000;
USP 6,128,380 to SHAFFER et al., issued on October 3, 2000;

USP 6,201,948 to COOK et al., issued on March 13, 2001;
USP 6,134,315 to GALVIN, issued on October 17, 2000;
USP 6,134,530 to BUNTING et al., issued on October 17, 2000;
USP 6,163,607 to BOGART et al., issued on December 19, 2000;
USP 6,148,063 to BRENNAN et al., issued on November 14, 2000;
USP 6,157,808 to HOLLINGSWORTH, issued on December 5, 2000;
USP 6,170,011 to MACLEOD BECK et al., issued on January 2, 2001;
USP 6,173,053 to BOGART et al., issued on January 9, 2001;
USP 6,212,502 to BALL et al., issued on April 3, 2001;
USP 6,236,955 to SUMMERS, issued on May 22, 2001;
USP 6,236,990 to GELLER et al., issued on May 22, 2001;
USP 6,263,052 to CRUZE, issued on July 17, 2001;
USP 6,269,153 to CARPENTER et al., issued on July 31, 2001;
USP 6,282,404 to LINTON, issued on August 28, 2001;
USP 6,295,551 to ROBERTS et al., issued on September 25, 2001;
USP 6,330,326 to WHITT, issued on December 11, 2001;
USP 6,332,154 to BECK et al., issued on December 18, 2001;
USP 6,349,290 to HOROWITZ et al., issued on February 19, 2002;
USP 6,353,661 to BAILEY, III, issued on March 5, 2002;

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USP 6,389,400 to BUSHEY et al., issued on May 14, 2002;

USP 6,389,403 to DORAK, Jr. et al., issued on May 14, 2002;

USP 6,389,538 to GRUSE et al., issued on May 14, 2002;

USP 6,405,159 to BUSHEY et al., issued on June 11, 2002;

USP 6,411,687 to BOHACEK et al., issued on June 25, 2002;

USP 6,564,197 to SAHAMI et al., issued on May 13, 2003;

U.S. Patent Application Publication No. 2003/0143981 to KORTUM et al., which was published on July 31, 2003;

U.S. Patent Application Publication No. 2001/0041562 A1 to ELSEY et al., which was published on November 15, 2001;

U.S. Patent Application No. 2002/0133394 to BUSHEY et al., which was published on September 19, 2002;

U.S. Patent Application Publication No. 2003/015706 to KOEHLER et al., which was published on August 21, 2003 ;

International Publication No. WO 00/33548 to COHEN et al., (NUANCE COMMUNICATIONS), which was published on June 8, 2000;

Kelly, "From Intelligent Call Routing to Intelligent Contact Management," Call Center Solutions, v19, n3, Sep. 2000, 4 pages, from DIALOG File 15: ABI/Inform;

"Call Center Roundup (Buyers Guide)," Teleconnect, Dec. 1998, 10 pages, from

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DIALOG File 275: Gale Group Computer DB;

“Call Centers: sales, service and competitive advantage,” *Canadian Business*, v70, n2, Feb. 1997, 8 pages, from DIALOG File 148: Gale Group Trade & Industry DB;

Foster, “Advanced DEFINITY call centers: Working for you and your customers,” *AT&T Technology*, v9, n2, Summer 1994, 7 pages, from DIALOG File 15: ABI/Inform;

Card, S.K.; Moran, T.P.; and Newell A. (1983). *The Psychology of Human-Computer Interaction*. Hillsdale, NJ: Lawrence Erlbaum;

Hart, S.G.; and Staveland, L.E. (1988). *Development of the NASA-TLX (Task Load Index): Results of Empirical and Theoretical Research*. In P.A. Hancock and N. Meshkati (Eds.), *Human Mental Workload*. (pp. 139-183) Amsterdam: North-Holland;

John, B.E.; and Kieras, D.E. (1996). Using GOMS for User Interface Design and Evaluation: Which technique? *ACM Transactions on Computer-Human Interaction*, 3 (4). 287-319;

Shingledecker, C.A. (1980). Operator Strategy: A Neglected Variable in Workload Assessment. *The American Psychological Association, Division 21 Symposium on “Mental Workload Measurement: The Theory Application Interface.”* Montreal, Quebec, Canada: American Psychological Association;

Wei, Z.G. (1997). *Mental Load and Performance at Different Automation Levels*. The Netherlands: Delft University. Applicants particularly call the Examiner’s attention to pages 28-

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38 of this document;

Wierwille, W.W. and Eggemeier, F.T. (1993). Recommendations for Mental Workload Measurement in a Test and Evaluation Environment. *Human Factors*, 35 (2), 263-281;

“ACD Learning Center Tutorial Series”, ACD Call Center Online Learning Center,
<<http://www.call-center.net/ivr-series.htm>>;

“Customer Management Technology”, TeleTech,
<<http://www.teletech.com/solutions/cmt.htm>>, printed on December 18, 2001;

“Products & Services - Interactive Voice Response (IVR)”, Prairie Systems,
<http://www.prairiesys.com/PSI/p_s_interactive_sol.htm>;

“RVS Voice”, iMessaging Systems, Inc.,
<<http://www.imessagingsystems.com/imsprods/rvsvoice/rvsvoice.htm>>;

“What’s Next in Interactive Voice Response”, International Nortel Networks Meridian Users Group, <<http://www.innmug.org/information/kirvan.html>>, which was published in the December, 2000 issue of InnTouch;

“PADIS – An Automatic Telephone Switchboard and Directory Information System” by A. Kellner et al. published in Speech Communication, October 1997, together with a list of papers and publications by Andreas Kellner that appears to provide publication date information for articles by Andreas Kellner;

“Natural Language Call Routing: A Robust, Self-Organising Approach” by Bob

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Carpenter & Jennifer Chu-Carroll, Lucent Technologies Bell Laboratories (1998), together with a CiteSeer citation;

“Lucent Technologies announces trial of natural language call routing technology for USAA” – a press release dated December 3, 1997;

INSPEC abstract of “A Spoken Language System for Automated Call Routing” published 1997 IEEE International Conference on Acoustics, Speech, and Signal Processing by G. Riccardi et al., AT&T Bell Labs.

With respect to the Web sites cited herein, the date on which the site was retrieved and printed is given as the earliest date known to applicants. Applicants make no representation that this "retrieved on" date is the earliest publication. However, applicants are not aware of any practical way of determining the publication date on the World Wide Web.

Further in accordance with the duty of disclosure under 37 C.F.R. ' 1.56, ' ' 1.97-1.98, Applicants hereby call the Examiner's attention to the following copending and commonly assigned patent applications:

U.S. Patent Application No. 09/532,038 to BUSHEY et al., entitled “Interface and Method of Designing an Interface”, filed on March 21, 2000;

U.S. Patent Application No. 09/578,904 to BUSHEY et al., entitled “A Method for Inegrating User Models to Interface Design”, filed on May 26, 2000; and

U.S. Patent Application No. 09/578,723 to BUSHEY et al., entitled “A Method to

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Identify and Categorize Customer's Goals and Behaviors Within a Customer Service Center Environment", filed on May, 26 2000.

In accordance with 37 C.F.R. ' 1.98(a)(2)(iii), copies of the above-mentioned applications are attached hereto. However, the Examiner is also requested to review the file wrapper of these U.S. patent applications at the U.S. Patent and Trademark Office and the references of record, if any, cited therein.

Applicants respectfully request that the Examiner consider the above materials and cite the documents. Copies of the above-noted documents are attached and have been listed on a PTO-1449 Form which is also attached. Accordingly, the Examiner is requested to initial the appropriate spaces on the attached PTO-1449 Form and to return a copy of the Form to applicants with the next official communication in the present application to confirm consideration of these documents.

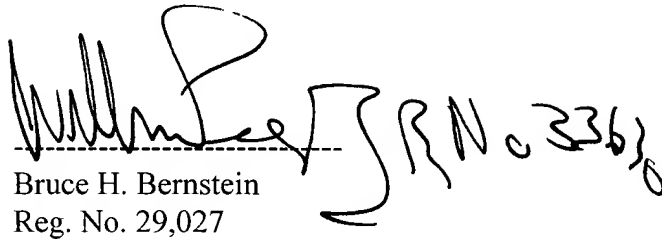
Applicants note that an Office Action on the Merits has not issued in the instant application, and thus no fee is believed necessary to ensure consideration of the submitted materials. However, if an Office Action on the Merits has issued, and is crossing this statement in the mail, the undersigned hereby authorizes the Commissioner to charge any fee necessary for the consideration of this statement, including any payment under 37 C.F.R. § 1.17(p), to the undersigned's Deposit Account No. 19-0089.

Should the Examiner have any questions, the Examiner is invited to contact the undersigned

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at the below-listed telephone number.

Respectfully submitted,
Robert BUSHEY et al.



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March 10, 2004
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